



# South Pasadena Police Department

# **BUSINESS WATCH**

## Handbook



Brian Solinsky  
Chief of Police



**CITY OF SOUTH PASADENA**

POLICE DEPARTMENT

1422 MISSION STREET, SOUTH PASADENA, CA 91030

TEL: 626.403.7270 ■ FAX: 626.403.7271

WWW.SOUTHPASADENACA.GOV

**Message from the Chief**

Each year, the police department receives reports of crimes to businesses like shoplifting, burglary, armed robbery, to non-violent crimes such as credit card fraud and scams.

Crime to businesses affects everyone, not just the business owner. Ultimately, it is the community that must pay the price for thefts to businesses through higher prices.

Similar to the successful “Neighborhood Watch” program for residents, Business Watch is tailored for the business in the city. Business Watch is a proactive crime prevention program that works with the South Pasadena Police Department and other businesses in the community to help reduce and prevent crime. The program also helps to build a positive relationship between the police department and local businesses.

The goals of the Business Watch Program are to:

- Increase awareness and cooperation between businesses in the city.
- Provide businesses and their employees with information on crime prevention techniques and to help create a Crime Prevention oriented business community.
- To improve the lines of communications between the businesses in South Pasadena and the South Pasadena Police Department.
- To send a clear message to criminals that businesses in South Pasadena are not easy targets!

This handbook discusses most of the crimes that are reported to the police department and helpful tips to prevent them from happening to you. Following these important safety tips and being aware of the different crimes, will help both the community and you from having to pay higher prices and will result in a safer community.

The Crime Prevention Unit is available to assist you, should you have any questions or if you would like to schedule a presentation on any of the enclosed topics, please contact Detective Richard Lee at the Crime Prevention Unit at (626) 403-7285, or [RLee@southpasadenaca.gov](mailto:RLee@southpasadenaca.gov).

Sincerely,

Brian Solinsky  
Chief of Police

**Table of Contents**

Message from the Chief ..... 2

Table of Contents ..... 3

Important Telephone Numbers ..... 4

Crime Prevention ..... 5

Calling the Police ..... 6

Burglary ..... 7

Robbery ..... 9

    Suspect Identification ..... 10

    Vehicle Identification ..... 11

    License Plates ..... 12

Shoplift ..... 13

Credit Card Fraud ..... 14

Employee Theft ..... 15

Counterfeit Currency ..... 16

Scams ..... 17

Graffiti ..... 18

Alarms and Security Cameras ..... 19

Trespassing ..... 20

    Statement of Private Person Making an Arrest for Trespassing From ..... 21

Active Shootings ..... 22

Emergency Preparedness ..... 23

Emergency Contact Information ..... 24

    Emergency Contact Form ..... 25

Helpful Resources ..... 26

Police Department Social Media websites ..... 27

**Important Telephone Numbers**

**EMERGENCY 9-1-1**

***Non-Emergency 626-403-7297***

<b>Athens Disposal</b>	<b>888-336-6100</b>
<b>Building and Planning</b>	<b>626-403-7220</b>
<b>City Hall</b>	<b>626-403-7210</b>
<b>Code Enforcement</b>	<b>626-403-7225</b>
<b>Fire Department (business)</b>	<b>626-403-7300</b>
<b>Filming/Movie Permits</b>	<b>626-403-7263</b>
<b>Graffiti Hotline (24-hour recording)</b>	<b>626-403-7249</b>
<b>Huntington Memorial Hospital</b>	<b>626-397-5000</b>
<b>Library</b>	<b>626-403-7330</b>
<b>Parks and Recreation</b>	<b>626-403-7380</b>
<b>Pasadena Humane Society</b>	<b>626-792-7151</b>
<b>Police Department:</b>	
<b>Crime Prevention</b>	<b>626-403-7285</b>
<b>Detectives</b>	<b>626-403-7280</b>
<b>Dispatch/non-emergency</b>	<b>626-403-7297</b>
<b>FAX</b>	<b>626-403-7271</b>
<b>Records</b>	<b>626-403-7290</b>
<b>Watch Commander</b>	<b>626-403-7265</b>
<b>Public Works</b>	<b>626-403-7240</b>
<b>School District</b>	<b>626-441-5810</b>
<b>Senior Center</b>	<b>626-403-7360</b>
<b>Southern California Edison</b>	<b>800-655-4555</b>
<b>Southern California Gas</b>	<b>800-325-4070</b>
<b>Water Department</b>	<b>626-403-7370</b>
<b>Website</b>	<b><a href="http://www.southpasadenaca.gov">www.southpasadenaca.gov</a></b>



## Crime Prevention

By participating in a Business Watch program, you are taking the initiative in seeking safety for your store, employees, and customers. The success of any program thrives on participation. But being aware doesn't include being vigilantes. Do not assume the role of the police. For the safety of your employees and customers, we recommend you be observant and report activity to the police department.



While some security measures can cost a lot of money, there are simple steps you can do to help prevent crime from occurring that are free or very low cost.

Communicating with your neighboring businesses and with the police department is one of the best prevention methods you can do, and it is free! No one can stop crime by themselves so getting to know your neighbors and trading contact information so you can communicate with each other. You both may share the same concerns and have the same issues. Any concerns you may have should be brought to the attention of the police department. Crime Prevention is a two-way line of communication and a proactive program that brings the community and police together to help prevent crime. Alert your neighboring businesses of any suspicious persons or activity so they can be aware and watchful. Remember if you “see something, say something”.

The South Pasadena Chamber of Commerce (<https://southpasadena.net/>) provides an excellent way to communicate and share information with other businesses in the city. Their monthly ShopTalk Breakfasts allows business owners to meet with other business owners in the city and hear about presentations specific for the business community.



Make sure your address and store name can be clearly visible from the street day and night. This not only allows customers to easily find your business, but it also allows the police and fire department to locate your business quickly in an emergency. Should your business have access by a rear alley, your address and business name should also be clearly marked. We also recommend painting your address and business name on the roof of your building if you are allowed to by the property owner. Having this information on your roof will allow air support to quickly identify your business and they can quickly coordinate ground units around your business.



The crime prevention unit offers free presentations to businesses and their employees to help educate them on various crime prevention topics such as theft, fraud, shoplifting, scams, and other safety topics. We urge businesses to contact our crime prevention unit to take advantage of this and other services. South Pasadena Police Crime Prevention Unit, Detective Richard Lee, (626) 403-7285, [RLee@southpasadenaca.gov](mailto:RLee@southpasadenaca.gov).

## Calling the Police

When should you call the police and what number should you call? First, determine if the problem is an emergency that requires immediate medical or police assistance. If it does, then immediately call 9-1-1.

If the problem does not require an immediate police or medical response, then call the non-emergency line at 626-403-7297. This is answered 24-hours a day.



Dialing 9-1-1 from your store's hard line is linked to your subscriber information so that the dispatcher immediately knows your address, phone number and store name. So, in an emergency if you cannot speak, we will still know where to send emergency personnel.

Dialing 9-1-1 from your cell phone may connect you to the California Highway Patrol, or bordering agency depending on cell tower location. It is best to store the non-emergency line (626-403-7297) into your cell phone.

When calling the police, it is important to give the dispatcher the following information quickly:

- **Your name and number.** In case the phone gets disconnected, we can call you back.
- **What happened?** Was your store burglarized, robbed, on fire?
- **When did it occur?** Is the problem in progress, or did it occur overnight?
- **Where?** Where did this occur, your store or your neighboring store?
- **Is anyone injured?** This allows the dispatcher to notify the fire dept.
- **How many people involved?** Number of thieves? Number of injured persons.
- **Description?** What does the person/persons look like?

The dispatcher may ask additional questions, as they respond emergency services so don't hang up until the dispatcher says so.

<b>When to Call 9-1-1</b>
Any life-threatening emergency
Any fire
If you see someone breaking into a store
Any traffic injury
If you hear an alarm, or gunfire
After a robbery

<b>When to Call 626-403-7297</b>
Any non-emergency service
Irrational/irate customer
A vehicle parked on the street for an extended period of time
A suspicious person on the street, or entered the store

## Burglary

Burglaries to businesses often occurs at night when it is closed. Although offices have been burglarized it is the retail businesses that are most targeted since they deal in cash.

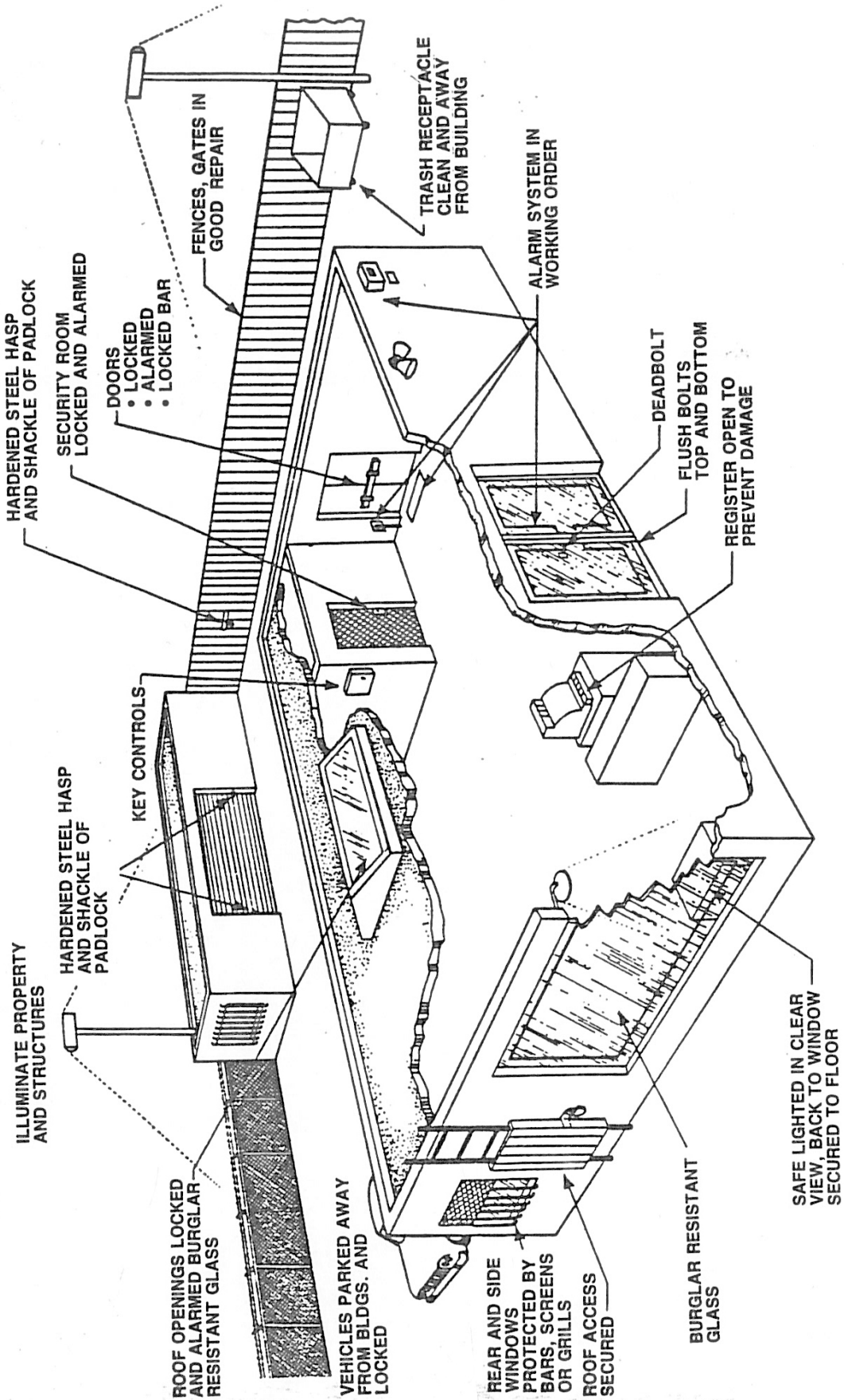
Smashing a window is the most common type of method to gain entry. The thief will generally go directly to the cash register and look around the register for hidden cash or a lockbox.



Here are some safety tips to remember:

- Have good lighting both inside and out. Lights are the best deterrent against burglars at nighttime. This prevents burglars from hiding in the dark. Lighting should cover all entry points on the exterior and inside the store so officers can see inside the store at night.
- Keep expensive items away from display windows.
- Burglar alarms are effective, and the use of video alarms can be useful to see any activity in real time. Advertise your alarm system by placing alarm stickers at all entry points. Be sure the stickers can be clearly seen day and night. Even if you don't have an alarm system, the burglar won't know that.
- Secure ladders, pallets, patio furniture or any items that can be used to access your roof.
- Be sure you thoroughly inspect your store before closing. Burglars can hide inside restrooms or other hiding places.
- Leave the cash register drawer open and empty after business hours.
- Safes should be bolted to the floor and stored in a non-conspicuous place.
- Maintain tight key control. Keep keys to offices, storage room and work vehicles in a locked box.
- Keep important records locked in a safe and consider keeping a back-up off-site.
- Place the telephone number of the person to contact in an emergency in a conspicuous place (on an office wall or near the cash register). This will assist officers to know who to call.
- Engrave office equipment so that equipment is clearly identifiable.
- Rear doors should be solid core wood or metal door with a door viewer and deadbolt locked installed.
- Sliding gates can be used on the inside next to the front door, but a Knox Box will have to be installed so the fire department can gain access to your building in case of a fire at night. For information regarding Knox Boxes, contact the South Pasadena Fire Department at 626-403-7300.
- If you discover you are a victim of a burglary, immediately call the police and do **NOT** enter your business.

The diagram on the next page shows a layout and other tips of how to properly arrange your business.



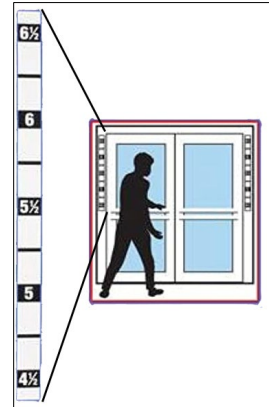


## Robbery

Robbery is a scary and violent crime with serious potential for injuries to employees and customers. Robbers tend to target businesses that deal with cash like retail stores and banks.

Most small retail businesses in the city may not have the expensive security measures that banks have, but you can still take good precautions that are less expensive.

- Keep windows unobstructed with posters and signs and have cashier stations visible to the street so passing police vehicles has a clear view.
- Don't let cash build up in the cash register. Periodically, remove large amount of cash from the registers and make deposits to the bank frequently.
- When making bank deposits, go in pairs and vary your time and route.
- Mark the side of entrance doors with door height tape. This allows a more accurate height of the robber.



*Door Height Tape*

### During a Robbery

- Should a robbery occur, stay calm and give the robber the money. Your life and the lives of your employees and customers are not worth risking.
- The robber will most likely be nervous so don't make any sudden movements. The longer the robber is in the store the more nervous the robber will be.
- Don't be a hero, don't try to fight with the robber. Be the best witness possible.
- Take notice of the robber's voice, unique characteristics, and tattoos. Try to memorize what the robber looks like, start with the head and look down. Once the robber leaves write down what the suspects description by using the diagram on the next page.

### After a Robbery

- Immediately call 9-1-1.
- Don't follow the robber outside, but if you can safely see the robber's car take note of it and note the direction of travel the robber took.
- Close your store and lock the doors and wait for officers to arrive.
- Preserve evidence, don't touch anything the robber may have touched.
- Review any security video and download the incident. Provide the police a copy of the video as soon as possible.

## Suspect Identification

Providing a good description of suspects is vital in the quick apprehension of them.

We recommend starting with the head and looking down, remembering the obvious details, such as was the person wearing a hat, long/short hair, color of hair, sex, race, approximate age, mustache, color of shirt, pants, backpacks, etc.

While trying to remember all the details of a person and calling the police can be stressful, the chart below is provided for your convenience of writing down the description; however, you don't have to wait to complete this chart before you call the police.

Sex \_\_\_\_\_ Race \_\_\_\_\_ Height \_\_\_\_\_ Weight \_\_\_\_\_

Hair \_\_\_\_\_

Eyes \_\_\_\_\_

Facial Hair \_\_\_\_\_

Glasses \_\_\_\_\_

Shirt \_\_\_\_\_

Jacket \_\_\_\_\_

Pants \_\_\_\_\_

Age \_\_\_\_\_

Shoes \_\_\_\_\_

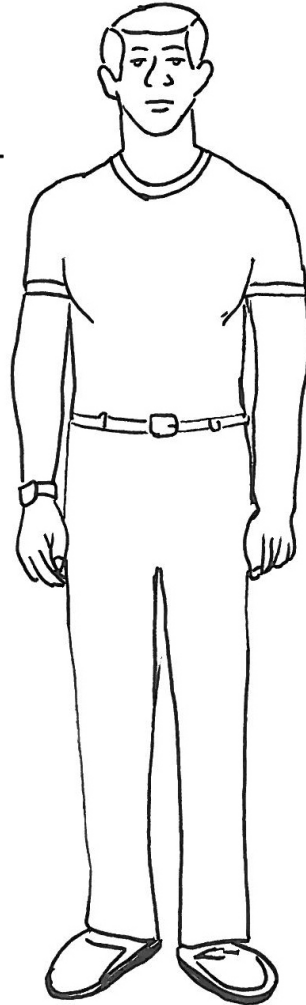
Additional Notes \_\_\_\_\_

---

---

---

---



## Vehicle Identification

After a robbery, if the robber leaves in a vehicle and you can safely obtain a vehicle description note all important details listed below. By providing an accurate description of the vehicle, officers will be able to look for the vehicle while enroute to your location.

Make \_\_\_\_\_ Model \_\_\_\_\_ Color \_\_\_\_\_

2-door \_\_\_\_\_ 4-door \_\_\_\_\_

Types of Vehicle:

Sedan



Station Wagon



SUV



Pick-up

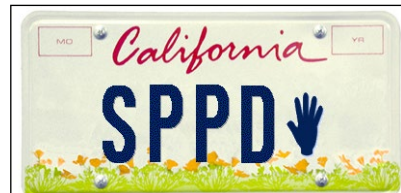


## License Plates

License plates are great in identifying persons, as they show who the registered owner is. However, only obtain the license plate if you can safely do so. If the vehicle has no license plates, then obtain an accurate description of the vehicle.

If you can safely take a photo of the vehicle then do so. Cell phones allow you to take photos quickly, but don't rely on cell phone cameras to capture license plates at long distances. A photo of the car is helpful, but a license plate can provide valuable information (can identify if the vehicle is stolen while officers are responding).

It is almost impossible to know all the different styles of license plates (California alone has eight different styles) so attempt to concentrate on the numbers and letters. If you are unable to read the state, attempt to remember the license plate colors and design.





## Shoplifting

Shoplifting is a major crime to retail businesses. It accounts for over 30% of retail losses. Ultimately, it is the consumer who suffers in the end through higher prices.



While shoplifters come in all ages from young children to adults, the most targeted item stolen is liquor. Some will enter the store and quickly grab an item and run out of the store making it obvious that they stole. This type of thief is counting on their speed and surprise to get away. Other thieves enter in groups and are organized. They pretend to be shoppers placing various items in a shopping cart and conceal select items in their clothes or a bag. The thieves may even pay for the cheap items while concealing the more expensive items.

**WARNING**  
**SHOPLIFTERS**  
**WILL BE**  
**PROSECUTED**

business to commit a theft.

The best way to discourage shoplifting is by taking a “get-tough” attitude, prosecuting even on the slightest offense. When a shoplifter is arrested you will be asked if you want to prosecute. Saying “yes” each time will keep your business from being tagged an “easy mark”. Declining prosecution will allow the thief to leave and most likely return to steal knowing they can get away with it, or simply go to another

Be cautious of “distraction thefts”. Two or more thieves will enter the store and separate inside the store. One of thieves will talk to an employee and may ask about an item to distract the employee. The other thief will be free to shoplift items.

Remind customers to always keep an eye on their purse. Thieves will look for women that leave their purses in shopping carts. The thief will follow the woman until she turns away, or distracts the woman allowing the second thief to steal her wallet.

Here are some other tips to remember:

- Alert employees are your best defense. Train your staff to be courteous and alert.
- Greet everyone who enters, thieves try to remain unnoticed.
- Watch for shoppers that appear nervous.
- Keep shelves low so you can see over them and mount convex mirrors in corners to see blind spots.
- Keep expensive items in locked cases and limit the number of items employees remove at any one time for customers to examine.
- Displayed merchandise should be neatly arranged to easily detect any missing items.
- Keep rear storage rooms/offices locked.
- If you suspect a shoplifter, keep them in sight and notify the manager or security personnel, and call the police.
- Don’t chase after a shoplifter if they flee and leave your store unattended. Immediately call the police and keep the thief in view.

## Credit Card Fraud



To a thief sometimes using a fraudulent/stolen credit/debit card is better than stealing cash. The thief can make a cash advance, withdrawal funds or purchase goods with the card.

Credit card fraud is one of the biggest crimes occurring. With many people using debit cards instead of checks for in-person purchases, check fraud isn't as prevalent as it used to be (except when sending checks through the mail).

Thieves steal credit/debit card accounts through several ways: email "phishing" schemes, steal wallets/purses, opening a new account under someone else's name (identity theft), skimming devices installed at point-of-sales (POS) systems and purchasing stolen account numbers through the dark web.

With more and more businesses using POS systems for in-person transactions, the chances of credit card fraud increase. The POS system has removed the human aspects of sales, no longer do cashiers ask to see ID or compare the signatures from the back of the card to the signature the person is signing. The name on the credit card could be in a female's name and the person making the purchase is a male.

To get away from the high costs/fees associated with a POS system, many small businesses are using cashless apps, like mobile wallets (i.e., Apple Pay, Samsung Pay, Android Pay, Google Pay). Each platform has their own security features you should be aware of.



Here are some safety tips to remember:

- Be alert for a customer who seems nervous, or impatient.
- Observe where the customer retrieved the credit card from. Did the customer pull the credit card out of a pocket or wallet.
- Is the customer making indiscriminate purchases without regard to price?
- Be suspicious if the customer makes a large purchase and immediately returns to make another large purchase.
- Be aware of a customer who uses several credit cards because they keep getting declined.
- If the transaction keeps getting declined, ask to see the card along with identification.
- Inspect POS systems to make sure no one installed any skimming devices.
- If possible, place POS systems in a locked location during closed business hours.
- If you accept online or telephone credit card transactions, be sure you obtain the credit card's Card Verification Value and zip code of the billing address.

## **Employee Theft**

Employees can help your business be profitable or hurt you through stealing. Whether it is merchandise, supplies or cash, employee theft is the biggest loss to a retail business. According to the California Restaurant Association 95% of all businesses suffer from theft in the workplace and according to Statistic Brain, employee theft costs businesses \$50 billion annually.



Each year, businesses report an embezzlement to the police department by a trusted employee. The loss is compounded if the thief was entrusted to do the accounting for the businesses. At times, the embezzlement continued for years before the owner discovered the crime and thousands of dollars were stolen.

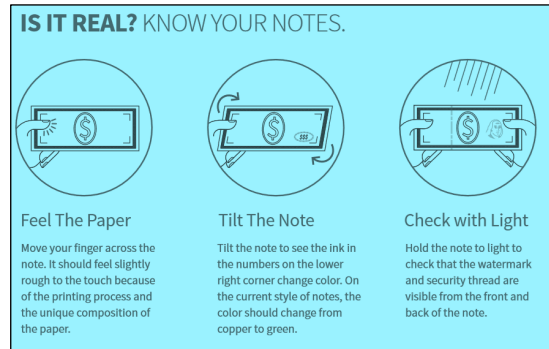
Employee theft can affect a business in several ways, not just the loss of cash or merchandise but also trust between the owner and employees and can also affect employee morale.

Taking a proactive approach to stop employee theft is your best prevention.

- Have strict policies regarding security and employee theft. Make sure employees understand the consequences of any theft.
- Security cameras showing the cash register is great for robbery but can also act as a deterrent to employee theft.
- Screen employees before hiring. Conduct a thorough background, check references and verify past employment.
- If you have an accountant, conduct random audits to verify bank statements.
- Consider having two signatures required on all checks.
- Keep company checkbooks locked up in a safe or cabinet and only available to the appropriate personnel.
- Have a “check and balance” system so that no one person has control over finances.
- Maintain tight key control and have keys stamped “Do Not Duplicate”.
- Change locks and access codes when an employee is terminated.
- Check trash bins periodically. Often, items will be placed inside them only to be picked up afterwards.
- Limit the amount of cash in the register and conduct random inspections.
- Keep accurate records on cash flow, inventory, equipment, and supplies. Have it checked by someone other than the person responsible for maintaining it.

## Counterfeit Currency

Counterfeit currency has always been a problem since the first national currency was issued back in 1861. In fact, by the end of the US Civil War, one-third of all US paper currency in circulation was counterfeit. The US Secret Service was established in 1865 to control the counterfeiting. With today's sophisticated computer software and printers, it is easier for criminals to produce high-quality imitations.



To help educate businesses and consumers about the security and design features on US currency, the Federal Reserve Board along with the US Secret Service and the US Department of Treasury's Bureau of Engraving and Printing created the "US Currency Education Program" ([www.uscurrency.gov/](http://www.uscurrency.gov/)). The US Currency Education website offers education material on what security features to look for on the various denomination bills. They also offer a free training course on what security features to look for. The more you know about the security features, the less likely you will accept a counterfeit bill.

Here are some other tips to remember:

- Consider using a cashless systems like mobile wallet.
- Be alert for counterfeit currency, if the currency looks suspicious then compare it to a genuine bill.
- Know the basic security features for US Currency. This can be found through the [US Currency Education Program](http://www.uscurrency.gov/) website.
- Have counterfeit detection pens near the cash registers, although not 100% to detect counterfeit currency as the pens only tests the paper.
- The most common counterfeit bill is the \$20.00 bill so pay particular attention to them.
- Should you discover you received a counterfeit bill, contact the police department to make a report.
- If the customer insists on leaving after you have detected a counterfeit bill, let the person leave and immediately call the police. Try to keep the bill but only if it is safe to do so. If the person insists on it, return it. Remember your safety comes first. Provide a description of the person and direction of travel to the police dispatcher.





## Scams

Scammers and con artists targets victims of all ages, the elderly, young and the middle-aged. But the scammers and con artists also target the business community.

There have been several scams where the scammer calls the business during opening hours and claims they are with a utility company and demanding payment for an unpaid utility bill. The scammer will be assertive and threaten to turn-off utilities to the store if payment isn't made immediately. This often scares the storeowner into complying. The scammer then instructs the storeowner to pay their bill by purchasing pre-paid debit or gift cards. No legitimate utility company will ask for payment in pre-paid debit or gift cards. With cryptocurrency an emerging trend, scammers will be soon asking payment in some type of cryptocurrency.



Although, scammers will contact their victims through email or telephone, they will also approach in person. Con artists may enter your store and wear something official in appearance and claim they are from the city or fire department and need to inspect the store. They may ask to go to the rear storage room or office and wait until you are busy with a customer for them to steal something. Always check credentials before allowing anyone to examine your store. Just because a person is wearing a hard hat, tool belt, coveralls or carrying a clipboard doesn't make the person legit. Never allow anyone to remove office equipment or store items until the person has been properly identified and a repair/removal has been authorized.

Scammers may send mail to you in the form of an invoice for payment for a product or service you never received. The scammer is gambling that you may not remember the product or that another employee may have received the item and pay the invoice. Be detailed about any invoice. If you, or your employees are unsure about the invoice don't automatically pay it. Instead take the time to research it.

The Federal Trade Commission along with law enforcement, various state and federal agencies as well as the Better Business Bureau have partnered to create "[Operation Main Street: Stopping Small Business Scams](#)". Together they have created a great resource for small businesses to be aware of scams specific to the business community. Their seven page booklet can be downloaded from the FTC [website](#) ([Scams and Your Small Business](#)).

## **Graffiti**

Although, gangs use graffiti to mark territories and send messages to rival gangs, only 10 percent of graffiti is thought to be gang related. The remaining 90 percent is committed by “taggers”.

“Taggers” are young people who are not necessarily gang affiliated but engage in graffiti. They are seeking recognition from their peers and wish to “show-off” their work. Whether done by gang members or taggers, the mere presence of graffiti can hurt property values, can drive away business, and sends a message that nobody cares about the community. Each year graffiti clean-up costs American communities more than 10 billion dollars!

Graffiti is a community problem, and we can all help to combat it.

### **Prevent It**

- Plant trees, shrubs or climbing vines to restrict access to tempting walls. Plants with thorns should be placed near walls to help deter vandals access.
- Use good lighting to deter vandals from popular graffiti sites.
- Clear security window films can be affixed to storefront windows and glass doors. Any graffiti and etching will be on the security film, which can then be peeled off and a new one applied. The cost of replacing security window film is much less than replacing a glass window or door.



*Security window film*

### **Report It**

- Report graffiti immediately to the police department.
- Take a photo of the graffiti. It may provide information that can led to the identification of the vandals.
- If you see graffiti in progress, report it, but don't try to intervene.
- Help contact the property owner whose budling has been vandalized by graffiti.

### **Remove It**

- Rapid removal is on one of the best ways to prevent future graffiti. By removing graffiti quickly, it tells the vandals that your neighborhood cares about their community and their work has little chance of being seen.
- Use anti-graffiti coatings on walls. This makes cleaning up graffiti easier.
- Call the South Pasadena “Graffiti Hotline” at (626) 403-7249 to have graffiti removed at no cost. This is a 24-hour recording and graffiti on private property requires a signed authorization prior to removal.

**To have graffiti removed, call the South Pasadena 24-hour  
Graffiti Hotline – (626) 403-7249**

## **Alarms and Security Cameras**

Signs are a great way to promote security measures to thieves. Signs such as “video surveillance in use” or advertising an alarm system can help deter a thief from entering your property.



The location of signs is important. A sign that is placed in a corner of the window hidden behind a plant gives little warning to potential thieves. Signs should be placed near entrances and at about eye level so everyone can see you take security seriously. Make sure signs can also be seen both day and night.

### **Alarms**

Alarms are a great investment and when used can help scare away a thief. By advertising you have an alarm system, you can help reduce your chances of being burglarized. For residential burglaries, having an alarm system can reduce your chances of being burglarized by 90%.

Be sure you always activate alarms when closing the store and provide current contact information to alarm monitoring company.

### **Security Cameras**

Security cameras can be useful in identifying thieves but need to be of good quality images. Blurred images may not be of assistance in trying to identify the thief. Cameras should not be mounted too high, i.e., on ceilings as the angle will be downward showing the top of the heads. The optimum camera angle would be at about face height. Cameras can also be placed behind the cash register facing the front counter and at the entry/exit doors.



Don't block cameras with posters or displays and periodically check camera recordings to verify that camera angles have not been moved and the system is operating properly.

There is an assortment of security cameras available. Some are monitored by alarm companies when activated and others can be accessed remotely by the business owner, often through their cell phone.

The hard drive for the surveillance cameras should be in a secure area like a locked closet, or cloud storage. Only allow authorized personnel to have access to the hard drive. Just as important as the location of the cameras is knowing how to operate the system. Downloading the video is important and providing a copy to the police department in its proprietary format is preferred.



## Trespassing

Business owners, or property owners may experience problems with subjects who trespass on their property. Whether at night when the subject is using your property to sleep, or during business hours and they are interfering or disruptive to employees and customers.

Trespassing is defined in the California Penal Code section 602. In most instances, the subject must be told to leave by an officer, if the subject refuses the subject can be arrested. Should the subject leave after being told by an officer, but later returns the subject can be arrested without further warning.

**PRIVATE PROPERTY**

**NO  
TRESPASSING**

**VIOLATORS WILL BE PROSECUTED  
PER CALIFORNIA PENAL CODE 602**

A subject that is arrested for trespassing is considered a private person's arrest. The business owner, or property owner must be desirous to press charges on the subject, and therefore can be called into court. If the business owner/property owner is non-desirous, the subject will not be arrested and can legally return to the store, or premises.

If the subject or subjects frequently visits your property and officers are constantly called to enforce trespassing laws, you can sign pre-sign a "Statement of Private Person Making an Arrest for Trespassing" form. By completing this form, you authorize officers to act on your (the business owner/property owner) behalf to enforce trespassing laws without you being present. You also agree to attend court proceedings related to any arrest.

***A pre-signed trespassing form is valid for six months and it is the responsibility of the business owner/property owner to renew the form every six months for continued enforcement.***

The Statement of Private Person Making an Arrest for Trespassing form can be obtained at the police department.





# CITY OF SOUTH PASADENA

## STATEMENT OF PRIVATE PERSON MAKING AN ARREST FOR TRESPASSING (PC 602)

### POLICE DEPARTMENT

**To:** South Pasadena Police Department  
1422 Mission Street  
South Pasadena, CA 91030

**Business:** (626) 403-7270  
**Fax:** (626) 403-7271

**FROM:** \_\_\_\_\_ **DATE OF BIRTH:** \_\_\_\_/\_\_\_\_/\_\_\_\_  
(Print Last Name, First Name and Middle Initial)

I am the: \_\_\_ Owner, \_\_\_ Owner's Agent, \_\_\_ Person in Lawful Possession of the property located at:

**ADDRESS:** \_\_\_\_\_ **APT.#** \_\_\_\_\_

**CITY/STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

The property is a (an): \_\_\_ Apartment/House, \_\_\_ Business, \_\_\_ Private Residence, \_\_\_ Vacant Lot

My contact information is:

**ADDRESS:** \_\_\_\_\_ **APT.#** \_\_\_\_\_

**CITY/STATE:** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**PHONE ( \_\_\_ CELL, \_\_\_ HOME):** \_\_\_\_\_ **BUSINESS PHONE:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_

The owner's name is:

**NAME:** \_\_\_\_\_ **PHONE: ( \_\_\_ CELL, \_\_\_ HOME):** \_\_\_\_\_

I authorize the South Pasadena Police Department (SPPD) to arrest for trespassing (PC602) any persons found on the property without my consent or without lawful purpose. I certify that the property listed above is (check all applicable sections):

\_\_\_ Closed to the public

\_\_\_ Closed to the public and posted as NO TRESPASSING

\_\_\_ Open to the public between the hours of \_\_\_\_ and \_\_\_\_\_. I authorize the SPPD to ask unauthorized persons to leave the property. If they refuse to do so, or return thereafter, I authorize the SPPD to arrest for 602 P.C. The property is posted as NO TRESPASSING (602 P.C.)

I or my agent will cooperate in the prosecution of the person(s) arrested for this offense. I understand that this letter is valid for a maximum of six months and it is my responsibility to renew the letter at the time if the need still exists.

**Signature:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Six Month Expiration Date:** \_\_\_\_\_

## **Active Shootings**

Shootings and other violence at large scale events involving one or more persons can occur anywhere. We have seen shootings occur at schools, shopping centers, theaters and at the workplace.



An Active Shooter can be an individual, or more, actively engaged in killing people in a confined and populated area. Active shooting situations are unpredictable and evolve quickly. Victims are chosen randomly, however in a workplace violence situation, the shooter may select their victims.

The South Pasadena Police and Fire Department trains together with neighboring agencies to assist each other in case of an active shooter. This mutual aid training prepares officers to quickly deploy and stop the shooting while the mutual aid training for firefighters prepares them to quickly triage any casualties.

Whether a shooter starts in your store, or down the street, each small business should have a plan regarding an active shooter.

- Take a first aid/CPR course. This valuable skill can be used in any emergency.
- Be aware of any employees change in behavior, which may include the increased use of alcohol, or illegal drugs, unexplained increase in absenteeism, depression, mood swings, explosive outbursts of anger or rage, or increased talks about problems at home. Officer assistance or counseling to employees.
- Have solid core doors with good locks for interior offices should you need a place to hide.
- Rehearse active shooter plans with employees.
- Should an active shooting occur inside your store, have an escape route pre-planned.
- Evacuate if possible and immediately call 9-1-1.
- Should an active shooting occur outside of your store, lock your store's door, turn-off lights and hide in a rear office. Be sure you lock or barricade the office door.
- If your life is in imminent danger, you may have to fight the attacker. Act with as much physical aggression as possible, meet violence with violence. Improvise weapons such as chairs, fire extinguishers, anything that can be used as an impact weapon.
- Stay inside your secured location until law enforcement comes to you!
- The South Pasadena Police Department offers Active Shooter presentations to businesses and organizations. Contact the Crime Prevention Unit at 626-403-7285, or [RLee@southpasadenaca.gov](mailto:RLee@southpasadenaca.gov) to schedule a presentation.
- The LA County Sheriff's Department produced an excellent video regarding active shooters, entitled "Run, Hide, Fight" ([www.youtube.com/watch?v=DFQ-oxhdFjE](http://www.youtube.com/watch?v=DFQ-oxhdFjE)).

## Emergency Preparedness

While we all may not be a victim of a crime, we will all become a victim of a natural disaster, e.g., earthquake. The windstorm during the winter of 2011 was an example of how city resources were quickly overwhelmed. Many residents and businesses were without power for days and fallen trees were blocking streets limiting access to certain neighborhoods.



Just like preventing crimes, there are steps you can take to help prepare for natural disasters.

- Provide the police department with an updated Emergency Contact list should we need to contact you during closed business hours (see next section).
- Develop an emergency plan in place which includes both when the business is open and closed.
- Maintain a list of all important phone numbers with you, e.g., employees, suppliers, window repair, plumbers, etc.
- Have a list of inventory items and valuable office equipment which includes any serial numbers and cost.
- To help make your business earthquake safe be sure to secure tall shelves and cabinets with wall brackets. Walled artworks should be strongly secured to walls with screws and computer monitors should be safely strapped down to tables.
- Computer files should always be backed up daily in a separate hard drive or cloud storage.
- Have an emergency and first-aid kit handy in your store.
- Keep flashlights nearby the register in case of sudden power outages.
- Take the initiative and get you and your employees trained in emergency preparedness skills. The City of South Pasadena offers the “Community Emergency Response Team” (CERT) training to residents. The goal of CERT is to prepare and train neighbors into teams in different areas of emergency preparedness: Disaster Preparedness, Disaster Medical Operations, Disaster Fire Suppression, Light Search and Rescue, first aid/CPR and other important skills. This training is offered through the city several times a year and is **FREE** to all residents. Classes run three consecutive weekends and attendance is required in all three classes. For more information on the CERT program, or to view the training schedule visit the city website at <https://www.southpasadenaca.gov/Your-Government/Department-Service-Areas/Fire/Disaster-Preparedness>.



## Emergency Contact Information

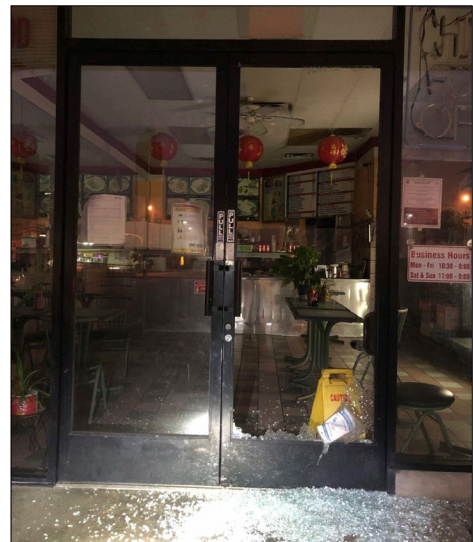
Emergency contact forms are used by the South Pasadena Police Department in case we need to contact you after business hours.

There are many times when we must contact the owner or responsible person of the business in case of an emergency. Most often if the alarm has been activated and there is damage to the business which needs immediate attention. If a responsible person cannot be notified, your business may be left opened or unlocked if the door or window cannot be secured.



A sample of the emergency contact form is provided on the next page. Once completed, return it to the police department. Blank forms can be obtained at the police department or downloaded from our website (<http://www.southpasadenaca.gov>).

We recommend that the form is updated annually, or when there are any changes, i.e., change of alarm company, so we always have the most current contact information.





**South Pasadena Police Department  
Emergency Contact Form**

Date: \_\_\_\_\_

Business Name: \_\_\_\_\_ Business Phone: \_\_\_\_\_

Business Address: \_\_\_\_\_ Suite/Floor: \_\_\_\_\_

Business Hours: \_\_\_\_\_ S M T W T F S

Business Type: \_\_\_\_\_

Access Points: \_\_\_\_\_ Roof Access: Yes No

Primary Contacts:

1. \_\_\_\_\_ Phone #: \_\_\_\_\_

2. \_\_\_\_\_ Phone #: \_\_\_\_\_

3. \_\_\_\_\_ Phone #: \_\_\_\_\_

4. \_\_\_\_\_ Phone #: \_\_\_\_\_

Alarm Company: \_\_\_\_\_ Phone #: \_\_\_\_\_

Alarm Type: Silent or Audible Weapons on Premises: Yes No

Hazardous Material on Premises: Yes No, if yes what type: \_\_\_\_\_

Access Code (optional for gates): \_\_\_\_\_

*Please return this form to the South Pasadena Police Department, 1422 Mission Street,  
South Pasadena, CA 91030, or fax to 626-403-7271*

## **Helpful Resources**

**Federal Trade Commission** – [www.ftc.gov](http://www.ftc.gov)

US Government consumer protection agency. File a complaint and provides safety information for small businesses.

**Internet Crime Complaint Center** – [www.ic3.gov/](http://www.ic3.gov/)

A Federal Bureau of Investigation website providing a resource and reporting of internet crimes.

**Los Angeles County Sheriff's Department** – Surviving an Active Shooter video

<https://www.youtube.com/watch?v=DFQ-oxhdFjE>.

**Southern California Edison** – (800) 655-4555, [www.sce.com](http://www.sce.com)

Verify if you are late on payments, or to verify an unscheduled service person at your business.

**Southern California Gas Company** – (800) 310-2355, [www.socalgas.com](http://www.socalgas.com)

Verify if you are late on payments, or to verify an unscheduled service person at your business.

**South Pasadena Chamber of Commerce** – (626) 441-2339, [www.southpasadena.net](http://www.southpasadena.net)

A terrific resource and connection with other local businesses in the community.

**South Pasadena Finance** – (626) 403-7250

To verify a Business License

**South Pasadena Planning and Building** – (626) 403-7220

To verify if you need a city Building Permit.

**South Pasadena Police Department** - [www.southpasadenaca.gov](http://www.southpasadenaca.gov)

Online resources are available such as filing certain types of police reports, overnight parking permits, etc.

**South Pasadena Water** – (626) 403-7370

Water related issues to your business.

**Treasury Inspector General for Tax Administration** – (800) 366-4484

[www.treasury.gov/tigta](http://www.treasury.gov/tigta). Provides safety information and the reporting of IRS impersonation scams.

**US Currency Education Program** - [www.uscurrency.gov/](http://www.uscurrency.gov/)

The US Treasury's website on how to spot counterfeit currency.

**Follow us on Social Media**



**SoPasadenaPoliceDept**

<https://www.youtube.com/user/SoPasadenaPoliceDept>



<https://www.nixle.com/>



**@southpasadenapd**

<https://www.instagram.com/southpasadenapd/>



<https://connectsouthpasadena.bbcportal.com/>



<https://twitter.com/southpaspd>



<https://www.facebook.com/SouthPasPD>



This handbook is published by the  
***South Pasadena Police Department***  
***Crime Prevention Unit***  
***1422 Mission Street***  
***South Pasadena, CA 91030***  
***626-403-7270***

***[www.southpasadenaca.gov](http://www.southpasadenaca.gov)***